

JEFFERSON/FRANKLIN CONSORTIUM

**TITLE I
WORKFORCE INVESTMENT PLAN**

FOR

PROGRAM YEARS 2005-2006

TABLE OF CONTENTS

	<u>Page</u>
I. Local WIB's Vision	3
II. Local Workforce Investment Priorities	3
III. Local Structure	5
IV. Economic and Labor Market Analysis	7
V. Overarching Local Strategies	9
VI. Major Local Policies and Requirements	10
VII. Integration of One-Stop Service Delivery	11
VIII. Administration & Oversight of the Local Workforce Investment System	17
IX. Service Delivery	17
X. Local Administration	26

Attachment #1 - List of Comprehensive One-Stop Centers and Affiliate Sites

Attachment #2 - Local Workforce Investment Board Membership List

Attachment #3 - Local Workforce Investment Board By-Laws

Attachment #4 - Complaint and Grievance Guidelines

Attachment #5 - Planning Budget Summaries for Program Year 2005 and
Fiscal Year 2006

Attachment #6 - Memorandum of Understanding

Attachment #7 - Performance Improvement Plan and Update (Not included,
not applicable)

Attachment #8 - Customer Flow Chart

Attachment #9 - Local Performance Standards

**JEFFERSON/FRANKLIN CONSORTIUM
PROGRAM YEARS 2005-2006 WIA PLAN**

I. Local WIB's Vision

State the local board's vision for the workforce investment region and how this vision meets, interprets and furthers the Governor's vision and the national direction.

The local Jefferson/Franklin Consortium Workforce Investment Board's mission and vision meets, interprets and furthers the Governor's and the President's national workforce goals. The local Workforce Investment Board's vision and mission statement are as follows:

"The mission of the Jefferson/Franklin Consortium is to assist in building, improving, and sustaining a competitive work force in Jefferson and Franklin Counties."

The local vision statement reads: It is the vision of the Jefferson/Franklin Consortium to build and improve relationships with our partnership agencies in order to:

- Have a common, integrated data base;
- Identify and secure funding streams in order to accomplish our goals;
- Meet the needs and improve the conditions for ALL customers

II. Local Workforce Investment Priorities

Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined.

Needs of Businesses:

A primary need for businesses in Jefferson and Franklin counties is the ability to acquire workers who have skills and training that keep pace with technological changes. These skills are especially important for businesses experiencing major growth, such as health occupations, marketing, advanced manufacturing, horticulture, and hospitality.

Experience has shown that a second skill needed by businesses is "soft skills," which include improved work ethic (including increased attendance), improved skills in developing interpersonal relationships, active listening, conflict resolution skills, improved reading, comprehension, writing, and math skills.

Business and economic development cannot succeed without a trained, skilled workforce. The One-Stop Career Centers established in Jefferson and Franklin

Counties and Workforce Investment activities, in Missouri and nationwide, play an integral part in providing and preparing that workforce.

Needs of Job Seekers:

Jefferson and Franklin Counties have youth and adults who face serious barriers to employment. Barriers include (but are not limited to): basic skills deficient, school dropout, public assistance recipient, offender, physical disabilities, homeless, single parent, substance abuse, displaced homemaker, veteran, limited English language proficiency, transportation, child care, etc.

Barriers hindering employability are only one aspect of the difficulties for those seeking employment. Another condition that affect the counties' job seekers is job readiness training including relevant, easily accessible information related to job search, training and available supportive services.

Also, labor statistics show the age distribution of the work force is changing. Workers in the older age bracket are increasing. Retraining and upgrading of workers' skills may be necessary to maintain workforce mastery of workplace technology challenges.

Needs of Current and Potential Workers:

Jefferson and Franklin Counties have many workers employed at low-wage jobs. These workers' skill levels prevent them from advancing within a company. They have become antiquated and no longer meet the skill needs of businesses or are in a declining industry facing layoff due to downsizing or closure of the business.

These workers need access to labor market information, assessment of work skills, access to job readiness training, and access to computers to obtain job listings. Such workers need assistance in identifying transferable skills, how to transition to other employment, or how to become competitive in today's business climate.

Many workers commute to St. Louis county/city and are subject to economic factors that affect that area. Defense, automotive, and the telecommunications industry has experienced downsizing, and layoffs in these industries have affected workers in both Jefferson and Franklin Counties.

The rural nature of Jefferson and Franklin counties also creates a barrier for some workers. There is little public transportation in the area, which causes difficulties for some workers who are employed in these counties. The location of key job opportunities on the outskirts of the St. Louis metropolitan area increases the importance of reliable transportation.

Identification of Needs of Businesses, Job Seekers, Current and Potential Workers:

This assessment of businesses, job seekers, and current and potential workers is based on an analysis of relevant data such as demographics, economic conditions, labor force trends, educational factors, and other related information.

Analysis of local occupational demand and growth occupations is based in part on information received from such sources as the Missouri Economic Research and Information Center (MERIC), Missouri Occupation Informational Coordinating Committee, local economic development agencies, the Missouri Division of Workforce Development, community colleges, chamber of commerce, and census data. In addition, service providers are required to submit labor market documentation to demonstrate growing and local occupational demand. An analysis of this data indicates that less than one percent of employers in the two county area have two hundred fifty or more employees. Approximately ninety percent of businesses have fewer than twenty employees. This demonstrates the need to maintain flexibility in designing training activities and services that can be tailored to meet local occupational demand. Business types vary only slightly in each county.

Data concerning workforce investment needs is obtained through such sources as: Economic development, Missouri Economic Research and Information Center (MERIC), Missouri Division of Workforce Development, welfare agencies, local educational institutions, Missouri Department of Labor and Industrial Relations census information, historical Job Training Partnership Act data, local community partnerships, local Missouri Employers Committee and supplemented by input received through technical work group forums and local Advisory committees.

III. Local Structure

A. Describe the geographical workforce investment area, including the area's major communities, major employers, training and educational institutions in the area (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.

The geographical workforce investment area is Jefferson and Franklin counties of Missouri which is a part of the St. Louis metropolitan area. Jefferson and Franklin counties are suburbs of St. Louis with both urban and rural communities. Local community colleges are Jefferson College, Hillsboro (Jefferson County), and East Central College, Union (Franklin County). Meric census data reflects Jefferson County population at 198,099 and Franklin County population at 93,807. Diversity population is at less than 1% of total population. The most recent data indicates that growth trends for both Jefferson and Franklin Counties averaged 16 percent.

B. Describe the region's economic condition, including the following information by county and the overall region:

- ***average personal income level;***
- ***number and percent of working-age population living at or below poverty level;***
- ***unemployment rates for the last five years; and***
- ***major lay-off events over the past three years and any anticipated layoffs.***

The majority of residents in Jefferson and Franklin Counties are employed by small to mid-size businesses. The average personal income level in Franklin County is \$27,729 annually and \$27,348 annually in Jefferson County. The percent of population living below the poverty level in the two counties ranges from 0 to 6% and 6.1 to 12.4% depending upon the area.

The unemployment rate has increased over the past five years and is at a current average rate of six percent (2000 - 3.5%, 2001 - 4.7%, 2002 - 5.5%, 2003 - 6.0%, and 2004 - 6.0%). Lay-offs in the region over the past three years have been with companies employing 100 employees or less and there are no anticipated lay-offs but due to the fact we have so many small businesses in Jefferson/Franklin counties that are tied to larger companies, unexpected layoffs can occur at any time.

C. Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of business and labor organizations, and input into the development of the local plan, prior to submission of the plan.

Public Notices are made in local newspapers and/or posted in both local county courthouses notifying of access to review and comment on local plan to involve as many business, organized labor, local public officials, community-based organizations, service providers and other stakeholders in the development and review of the plan.

Opportunity for public comment and input into the development of the local Workforce Investment Act plan prior to its submission is provided by posting a public notice in Franklin and Jefferson counties.

This public notice includes written notification of the availability of the plan and will be posted with sufficient time to provide a thirty (30) day period for comment prior to the submission of the plan.

The members of the Local Workforce Investment Board, members of the public, including representatives of business, labor, and diverse population group organizations, are offered an opportunity for comment.

One-Stop Partners are involved in developing the local plan and participate in delivery of services, as detailed in the Memorandum of Understanding.

D. Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.

See Attachment 1

E. Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan.

See Attachment 1

F. identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.

See Attachment 1

G. Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan.

See Attachment 1

IV. Economic and Labor Market Analysis

A. Identify the current and projected employment opportunities in the local area.

Generally, growth in occupations is projected to continue in service industries, retail and wholesale trade, construction, leisure and hospitality, education and health services, and manufacturing occupations. Growth may also occur in other occupations as indicated by the large number of small businesses in the area.

Primary occupational areas/industries for which participants shall be trained are assembly/manufacturing, customer service representatives/service, machine operators/manufacturing, secretarial and data entry/clerical, sales/services manufacturing, maintenance/manufacturing and health care. Some professional and technical occupations may be appropriate to meet labor market demands.

Data concerning workforce investment employment opportunities is obtained through such sources as: local economic development, Missouri Economic and Research Information Center (MERIC), Missouri Division of Workforce Development, welfare agencies, local educational institutions, Missouri Department of Labor and Industrial Relations census information, historical Job Training Partnership Act data, local

community partnerships, local Missouri Employers Committee, and supplemented by input received through technical work group forums and local Advisory committees.

Jefferson/Franklin Consortium Workforce Investment Board established a local planning committee to assist with the development of a two year strategic plan. The committee is comprised of representatives from the Workforce Investment Board, One-Stop Partner agencies, and private sector. The committee's approach to addressing local workforce investment needs in this plan was to draw on the considerable knowledge and data already in existence.

Local Workforce Investment partners have developed a strong working relationship and a shared commitment to continually improve employment and training services to employers, job seekers, and current and potential workers in Jefferson/Franklin Counties. Based on the strategic plan, planning committee members will continue to meet to address continuous improvement issues within the workforce development system. Among the items to be addressed will be the review and analysis of current and projected workforce development needs and recommendations for change in the service delivery system as appropriate.

To ensure WIA program services is in growth occupations, the planning team will continually evaluate local occupational and labor market information. The program goals and objectives of the WIA shall provide for comprehensive quality program services capable of preparing individuals for participation in the labor market.

B. Identify the job skills necessary to obtain current and projected employment opportunities.

Workers trained in appropriate occupational and educational skills to meet the needs of employers must be capable of accurate computations, effective written and verbal communications (including reading comprehension skills), active listening, quality service, critical thinking and decision-making, soft skills, and job readiness skills.

Job skills will continue to be required in occupations projected to continue such as: service industries, retail and wholesale trade, construction, leisure and hospitality, education and health services, customer service representatives, machine operators/manufacturing, secretarial and data entry/clerical.

Data concerning workforce investment employment opportunities and job skill needs is obtained through such sources as: local economic development, Missouri Economic and Research Information Center (MERIC), Missouri Division of Workforce Development, welfare agencies, local educational institutions, Missouri Department of Labor and Industrial Relations census information, historical Job Training Partnership Act data, local community partnerships, local Missouri Employers Committee, and supplemented by input received through technical work group forums and local Advisory committees.

V. Overarching Local Strategies

A. Include the findings from the “Missouri Regional Skills Gap Analysis” planning phase, as well as any strategies that have been developed for implementing the needed training to fill these skills gaps. These findings should include high-growth, high-demand employment opportunities within the region, as defined in the national direction.

The St. Louis Skills Gap Planning Consortium (SLSGPC) was created in the spring of 2005 in response to funding support from the State of Missouri Department of Elementary and Secondary Education. The Directors of each Workforce Investment Board in the St. Louis region (City of St. Louis, St. Louis County, St. Charles County and Jefferson/Franklin Counties) met to discuss the composition of the planning consortium. Individuals invited to join the planning Consortium represented community colleges, economic development organizations, labor, business members of local Workforce Investment Boards, and university education institutions.

A survey of approximately 1,500 companies in three significant sectors of the regional economy as identified by MERIC and the President's High Growth Initiative was conducted in Spring 2005. The goal of this survey was to identify key occupations in each sector, their “skill” gaps and to identify individuals within companies that would be willing to participate in the planning process.

Invited to the planning process were individuals representing organizations of the Health Care sector in the St. Louis region, which the SLSGPC chose as the sector to analyze more closely for its skills gaps. This information was used as a basis for prioritizing the SLSGPC's planning efforts and the development of potential solutions.

Discussions subsequent to the Health Care Roundtable focused on prioritizing the occupations and their skill gap issues. It was concluded that nurses and physical therapists would be given current priority, but would continue to consider the issues and skills gaps of the other occupations discussed by the Health Care invitees in the future. In general, priority was given to nurses and physical therapists because of their high demand throughout the region, the existence of current programs by member organizations and recent experience with addressing the high demand for nurses in the St. Louis region.

Focusing on the issues surrounding the high demand for registered nurses (RN), discussion of solutions centered on expanding the capacity of the nursing training and education system. RN's were chosen primarily because of their well-known high demand, the existence of nursing and nursing-related programs and the experience of SLSGPC members with nursing training programs. Potential solutions aimed at expanding the capacity of the nursing and training and education system focused on:

- * Underwriting nursing faculty positions
- * Creating more or improved classroom facilities including labs
- * Identifying more clinical sites
- * Expanding and/or improving "Bridge" programs for LPNs
- * Assist in retention efforts through transportation and day care support

Final decisions regarding the commitment to a specific intervention was delayed until a cohort of SLSGPC members could meet with the Missouri Hospital Association in early August, 2005. After this meeting the SLSGPC would reconvene to consider the choice of strategies and will base its application for State assistance upon those strategies.

B. Describe the local board's policy on providing apprenticeships.

Jefferson/Franklin Consortium Workforce Investment Board's policy is to advance partnerships between industry employers, community colleges and workforce providers to train workers who can compete in emerging fields like biotechnology, high-tech manufacturing, health care and etc.

Representatives from U. S. Department of Labor Bureau of Apprenticeship and Training will be invited to the following: WIB meetings, Missouri Employer Committee meetings, chamber of commerce meetings, job fairs, etc and invited to the local Career Centers to work with staff and business representatives.

Every effort will be made to encourage outreach to business and academic institutions to advance apprenticeship sponsorships and to encourage and educate all partner staff in the benefits of apprenticeship sponsorship.

VI. Major Local Policies and Requirements

A. identify the local area's policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:

- *How such services will be funded when they are not otherwise available from other sources;*
- *The services that may be provided;*
- *Documentation required for requesting service;*
- *The maximum amount of funding and length of time for supportive services or needs-based payments to be available to participants; and*
- *Procedures (if any) established to allow one-stop operators to grant exceptions to the limits established.*

Jefferson/Franklin Consortium does not provide needs based payments.

Should supportive services such as transportation, child care, drug testing, etc. be required by a client local WIA partnering agencies shall always be the first referral for supportive assistance needs.

No supportive services have been paid in Jefferson/Franklin Consortium since the inception of WIA. The local Board has designated funding toward core, intensive, and training costs hopeful that other arrangements can be made for

supportive services. If it would become necessary to use WIA funds for supportive services the following would be the local guidance policy: transportation would normally be reimbursed at \$10 per day, child care at \$5.00 per day and any medical costs, i.e. drug testing, would be contingent upon the local worksites/employers' policy.

Supportive services will only be provided if necessary on a documented needed basis, and if the region has funds available. Length of time supportive services can be provided will be contingent upon need and type of intensive/training activity. Review of need will be made monthly.

B. Identify the maximum dollar amount for all supportive services combined per participant.

N/A

C. Describe the criteria to be used by the local board, under 20 CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the one-stop operator.

Jefferson/Franklin Consortium has determined that funds for adult and dislocated worker employment and training activities are limited.

This local area of partners/service providers concur with the priority categories cited in the Act; namely recipients of cash welfare and other low-income individuals. Therefore, priority will be restricted to individuals who meet one or more of the following criteria:

1. Receives, or is a member of a family who receives, cash payments or temporary assistance for needy families (TANF) under a Federal, State, or local income-based public assistance program;
2. Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in 1 above, and old-age and survivors insurance benefits received under section 202 of the Social Security Act) that, in relation to family size, does not exceed the higher of:
 - a) the poverty line, for an equivalent period; or
 - b) 70 percent of the lower living standard income level, for an equivalent period
3. Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps;
4. Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act;
5. Is a foster child on behalf of whom State or local government payments are made;
6. Is an individual with a disability, whose own income meets the criteria in 1 or 2 above.

If adult funding becomes limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services. Priority ranking does not mean that only those prioritized may be served, but they must be given first consideration.

D. Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as “an individual who requires additional assistance to complete an educational program, or to secure and hold employment”.

In order for a youth to qualify for services using the criterion of “Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment”, the following conditions must be met:

1. Verification obtained from a professional source (doctor, teacher, vocational evaluator, etc.) stating that the youth does require additional assistance either related to education or employment, or
2. Documentation which verifies that the youth:
 - a) Has a poor history (been fired from 1 or more jobs within the last six months, OR has a history of sporadic employment, such as “has held 3 or more jobs within the last 12 months, and is no longer employed, or
 - b) Has been actively seeking employment for the last 2 months, but remains unemployed.

E. Describe how veteran’s priority, as required by Public Law 107-288, will be incorporated into all programs.

Veteran’s priority will be incorporated into all one-stop partner programs within the local workforce development system. Priority of service is given to veterans receiving employment, training, and placement services. Veteran’s status will be determined through self-declaration or verification during program enrollment. When adult funds are limited, the first priority for intensive and training services are given to public assistance recipients and low-income individuals who are also veterans. In all other groups of participants, veterans will receive priority over non-veterans.

F. Identify the funding limit for individual training accounts (ITAs).

The amount and duration for individual training accounts is determined on an individual basis through assessment. The cost of the training provider, type of training choice and other sources of training assistance such as pell grants is considered when deciding the dollar amount available for an individual’s ITA. Generally, an ITA is for \$4000 or less and will fund a training program of two years or less in duration. Limits and durations can be waived with approval.

G. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible.

The One-Stop Career Centers in Jefferson and Franklin Counties are housed in facilities that provide the required architectural and program access necessary to

ensure that the full array of one-stop services are available to all individuals with disabilities.

Program access, including communication access provides services to a wide range of individuals with visual, hearing, physical, cognitive, and other disabilities. Communication accommodations are available in each One-Stop Career Center through basic assistive technology to assure access to telephony, computer data/sound, print, and oral communication.

H. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency.

All individuals with limited English proficiency due to national origin or other language barriers will receive the assistance needed to access one-stop services, including partner programs. The career centers may provide a variety of communication options. The local community colleges offer English as a Second Language programs for individuals who are able to attend. The delivery of interpreter services would involve contracting with external providers. Computer software may be utilized to translate written materials into languages other than English.

I. Describe how the local region promotes integration of services through dual enrollment processes.

Service integration is promoted within the Missouri Career Centers through dual enrollment processes. Program partner staff are aware of eligibility criteria for programs available through the one-stop system. Customers are made aware of available services during orientation allowing them to make an informed decision when enrolling into additional programs. Most program partners have access to toolbox which enhances communication and tracking a customer's progress.

Dual enrollment allows the customer to benefit from the coordination of services and benefits the local workforce system by integrating one-stop partner's services.

J. List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.

Jefferson/Franklin Consortium Board has approved a local credential to be any of the following:

1. A certificate, diploma, degree or statement of competency awarded by an eligible training provider which is on the state approved DESE list
2. Completion or attainment of any of the following: High School Diploma; General Educational Development (GED); or certificate, diploma, associate, bachelor, graduate or higher degree issued by an institution of higher education that is legally authorized to offer postsecondary education.

3. A certification or diploma awarded by a training provider identifying specific competencies, tasks or skills attained. This includes OJT contracts and Workforce Linkage Workshops. The Division of Workforce Development, the region's One Stop Operator, will be the issuing agency for this type of credential. The local WIB has approved that the Division of Workforce Development as the One Stop Operator, be the issuing entity of a certificate when competencies, tasks, or skills can be identified to have been met and confirmed that such competencies, tasks or skills through valid of reliable testing or demonstration have been met.

VII. Integration of One-Stop Service Delivery

- A. Describe the one-stop delivery system in the local region, including:**
- 1. A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers met the employment needs of local employers and participants;**
 - 2. Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system; and**
 - 3. A copy of each memorandum of understanding (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area.**

The primary expectation of the local Jefferson/Franklin Consortium's workforce system is to be a seamless, integrated one-stop delivery system. It includes an expectation for a system that is based on a demand-driven workforce. The local goal is that a full spectrum of community assets will be available and used in the one-stop service delivery system that supports human capital solutions for business, industry, and local individual customers.

Jefferson/Franklin Consortium has implemented a one-stop delivery system, which has a high degree of workforce development service integration. Comprehensive One-Stop Center Services are available at Division of Workforce Development Missouri Career Centers located in Arnold (Jefferson County) and Washington (Franklin County). In addition six affiliated sites have been established at the following locations: Family Support Division in Union and Hillsboro, East Central College in Union, Jefferson College in Hillsboro, Four Rivers Career Center in Washington, and Jefferson/Franklin Community Action in Hillsboro. Other One-Stop partners currently include Division of Aging, Division of Vocational Rehabilitation, Department of Labor and Industrial Relations, migrant and seasonal farm workers, Division of Veterans Affairs, and a Caring Community partnership.

A designated individual at each of the two Comprehensive One-Stop Career Centers (Arnold and Washington) will serve as the established "single point of contact " for local Jefferson and Franklin County employers in job matching between employers and the unemployed or those wanting to upgrade their employment status.

Access to the one-stop delivery system both architecturally and program access shall normally occur through the normal “walk-ins” at the Arnold and Washington Division of Workforce Development offices. Special recruitments for customers may be held, i.e. central intakes at local colleges for skills training customers or at Family Support Division for welfare and TANF customers, etc. Electronic connection through internet services between local one-stop partners shall also be used to access WIA programs/services.

Flow of customers through the One Stop delivery system shall be as efficient and service integrated and as seamless as possible. See Customer Flow Chart (Attachment 8)

A consortium of One Stop partners, the Workforce Investment Board, and the Chief Elected Officials have agreed to designate the Division of Workforce Development Missouri Career Centers as Jefferson/Franklin Counties One Stop Operator. This entity’s role as defined by Workforce Investment Act Federal Register, Sec. 662.400(c) “may range between simply coordinating service providers within the center to being the primary provider of services within the center (WIA Sec. 121(d))”.

The Division of Workforce Development (DWD), the designated One Stop Operator, shall implement Title I of the Workforce Investment Act (Adults, Dislocated Workers, and Youth) and the Career Assistance Program. DWD will coordinate service providers/partners through contracts/memorandums of understanding.

Office of Job Training Programs, serving as staff to the Local Workforce Investment Board, with CEO and WIB approval, shall provide continuous improvement, technical assistance, management information system, fiscal management and overall maintenance of the Jefferson/Franklin Consortium one-stop delivery system. OJTP shall serve as the CEOs’ and WIB’s liaison with one-stop partners/memorandums of understanding (Attachment #6) to assure a quality one-stop delivery system in Jefferson and Franklin Counties.

The one-stop partners managerial responsibilities for the one-stop system are recognized through their involvement in the development of the local Plan submitted to the WIB/CEOs and their involvement in making sure such a Plan meets the performance outcomes/goals of the one-stop delivery system in Jefferson/Franklin Consortium.

Management and operations of programs and services in each Comprehensive One-Stop Career Center and affiliate site will be the responsibility of the partners in each location. The partners will individually provide core services as reflected in the attachment to each partner’s Memorandum of Understanding. Intensive services will be contracted with the fiscal agent, the Office of Job Training Programs, Jefferson/Franklin Counties Inc. Competitive procurement will be utilized when required. A separate financial agreement will be utilized for any partner providing cash contributions to assist

the Title I Operator in the management and operation of the WIA programs/centers as outlined in MOU/Resource Sharing Agreement.

It is the intent in the Jefferson/Franklin Consortium one-stop delivery system to have at least one comprehensive physical center at either the Division of Workforce Development Arnold or Washington office. To supplement the comprehensive center the network of affiliate sites (listed in above paragraph) can assist in providing partners' programs, services, etc. This network of one-stop partners will be linked either/or physically or technologically to the comprehensive center to assure individuals are provided information on the availability of core services for all partners in Jefferson and Franklin Counties. Each partnering agency shall serve as the specialized center that address individual specific needs such as DWD addressing dislocated worker needs, community action addressing low-income housing, family services addressing welfare, college addressing education, etc. The Memorandum of Understanding shall be the basis and outline for each agency's specific services.

B. Describe the plan development process, including how input for the plan was obtained by all the partners involved in the Memorandum of Understanding (MOU).

Local meetings are held for development of the plan with all partners involved in the MOU. Local WIB executive committee and the local WIB are also involved. Public Notices are made in local newspapers and posted in both local county courthouses notifying of access to review and comment on local plan to involve as many business, organized labor, local public officials, community-based organizations, service providers and other stakeholders in the development and review of the plan.

Opportunity for public comment and input into the development of the local Workforce Investment Act plan prior to its submission is provided by posting a public notice in Franklin and Jefferson counties.

This public notice includes written notification of the availability of the plan and will be posted with sufficient time to provide a thirty (30) day period for comment prior to the submission of the plan.

The members of the Local Workforce Investment Board, members of the public, including representatives of business, labor, and diverse population group organizations, are offered an opportunity for comment.

One-Stop Partners are involved in developing the local plan and participate in delivery of services, as detailed in the Memorandum of Understanding.

VIII. Administration & Oversight of the Local Workforce Investment System

A. Identify the one-stop operator(s) for the comprehensive and affiliate one-stop centers in the region.

A consortium of One Stop partners, the Workforce Investment Board, and the Chief Elected Officials have agreed to designate the Division of Workforce Development Missouri Career Centers as Jefferson/Franklin Counties One Stop Operator.

B. Identify the members of the local WIB, the organization or business they represent, and the area (i.e. business, education) in Attachment 2 to the local plan.

See Attachment 2

C. Include a copy of the local WIB's current by-laws in Attachment 3 to the local plan.

See Attachment 3

D. If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies.

N/A

IX. Service Delivery

A. One-Stop Service Delivery Strategies

Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers.

The local WIA system is customer-focused to help customers access the tools they need to make informed choices and accessing quality training providers. Eligible adults and dislocated workers are able to use Individual Training Accounts at qualified educational institutions. Through the Missouri Education and Career hotlink, customers may comparatively evaluate costs, location, and performance of individual programs offered by education providers. The advice and guidance available through the one-stop system provides the assistance customers need in making informed choices when choosing a training provider.

B. Adults and Dislocated Workers

1. Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local area.

2. Include a description of the local individual training account (ITA) system and the procedures for ensuring that exceptions to the use of ITAs, if any are justified under WIA section 134(d)(4)(G)(ii) and 20 CFR 663.430.

Adults and dislocated workers, age 18 or older, will have three levels of services available to them under WIA. The three levels of services are core, intensive, and training. A "work-first" approach to services delivery will ensure that the most job-ready individuals use up-front services such as job placement before accessing more intensive services or skills training.

Core services will be made available to all individuals through self-service and staff assisted service provided primarily through a One Stop Comprehensive Center. Common intake costs will be allocated by the appropriate One Stop partner. A limited array of core services will be available at affiliate offices. Information about the core services will be available at all partner offices.

Intensive services may be provided to adults and dislocated workers who are unemployed and unable to obtain employment through core services, if the One-Stop Center determines that the individual is in need of more intensive services to obtain employment. Adults and dislocated workers who are employed, but who are determined by the One-Stop Center to be in need of intensive services to obtain or retain employment that allows for self-sufficiency are also eligible to receive intensive services. Self-sufficiency will be defined as employment that pays at least the lower living standard income level (LLSIL) for adults and wages that are at least 70% of the dislocated

Core Services: **(WIA sec. 134 (d) (2))**

- ◆ Eligibility Determination for services
- ◆ Outreach, intake and One-Stop orientation
- ◆ Initial assessments
- ◆ Job Search and placement
- ◆ Provision of performance information and program costs
- ◆ Provision of local performance measurements
- ◆ Provision of supportive service availability
- ◆ Provision of information regarding filing U. I. claims
- ◆ Assistance in Welfare-to-Work eligibility
- ◆ Assistance in financial aide eligibility
- ◆ Follow-up service

worker's pre-layoff wage. Determining self-sufficiency eligibility for individuals with disabilities or other special needs populations may require consideration of higher income needs based on the individual circumstances.

To receive intensive services, an individual shall, at a minimum receive an initial assessment to determine the individual's skill levels, aptitudes, abilities, and supportive service needs. The decision to provide additional core services may be

Intensive Services:
(WIA sec. 134 (d) (3) (c))

- ◆ **Comprehensive assessment of skills**
- ◆ **Development of an individual employment plan**
- ◆ **Group counseling**
- ◆ **Individual counseling and career planning**
- ◆ **Case management**
- ◆ **Short-term prevocational services**
- ◆ **Out-of-area job search assistance**
- ◆ **Relocation assistance**
- ◆ **Internships**
- ◆ **Work Experience**

made on a case-by-case basis at the local level depending on the needs of the participant. The initial assessment, which results in a determination of a need for intensive services, will be documented in the participant's case file. WorkKeys assessments may be administered to determine the participant's workplace skill levels. Combining the information about skills levels required for jobs, the assessment information will assist participants in making better career and educational decisions. In addition, Jefferson/Franklin counties will be a pilot region for the WorkKeys based Career Readiness Certificate.

Intensive services may be WIA funded for registered individuals, supplemented by partners for co-enrolled individuals, or provided solely by partners for individuals who are not

appropriate for WIA or who are more appropriate for other programs. Most intensive services will be available at the one-stop center directly through the partners or through contracts with service providers. Each individual determined eligible for intensive services will receive at least one intensive service and will have a case management file. Intensive services are intended to identify obstacles to employment through a comprehensive assessment or individual employment plan in order to determine specific services needed, such as counseling and career planning, referrals to community services, and if appropriate, referrals to training.

Individuals who have met the eligibility requirements for intensive services and are unable to obtain or retain employment through intensive services may receive training services consistent with the individual employment plan developed in intensive services. Individuals will be determined to be in need of training services by a One-Stop Center or partner. The participant's case file will contain a determination of need for training services. Individuals can select a program directly

linked to employment opportunities either in the local area or an area to which the individual is willing to relocate in order to receive training services. Training services may be limited to individuals who are unable to obtain other grant assistance or require assistance beyond the amount available under other grant assistance programs.

Coordination arrangements include consideration of all available sources of funds, excluding loans, in determining an individual's overall needs for WIA funds. The exact mix of funds is determined based on the available funding for either training or supportive services costs, with the goal of ensuring that the costs of the training program are fully paid and that necessary supportive services are available so that the training can be completed successfully.

Intensive and training services do not have to be paid with WIA funds. The intensive services could be paid for by Wagner-Peyser (e.g., job development and counseling) and the training services could be paid for by Pell Grants and Vocational Rehabilitation. WIA might only be paying for case management.

If adult funding becomes limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services. Priority ranking does not mean that only those prioritized may be served, but they must be given first consideration.

Training services will be provided in a manner that maximizes informed customer choice in selecting an eligible training provider. Training will be available through providers listed on the statewide eligible training provider list. Staff may arrange for the availability of partner resources through a referral process. Adult and dislocated workers, who have been determined to need training, may access WIA funded training with an Individual Training Account (ITA). Adult Education & Literacy (AEL) services will be offered in combination with other training activities.

Training Services:
(WIA sec. 134 (d) (4) (D))

- ♦ **Occupational skills training**
- ♦ **On-the-job training**
- ♦ **Programs combining work place training with related instructions**
- ♦ **Private sector training programs**
- ♦ **Skill upgrading and retraining**
- ♦ **Entrepreneurial training**
- ♦ **Job readiness training**
- ♦ **Adult education and literacy activities**
- ♦ **Customized training**

Customers (who have been determined as eligible for training services) will work with their assigned counselor to ensure that the training selected is related to occupations that have been determined to be "in-demand" in the local area, or are in demand in another area to which the customer is willing to relocate. Once that

determination has been made, customers will be enrolled in the training of their choice, by the approved provider of their choice, subject to fund availability. Each One Stop Center shall have available the following information:

- 1) The State list of eligible providers of training services with a description of the programs/training services available,
- 2) Performance information and performance cost information relating to the eligible providers of training services, and
- 3) Any restriction on the duration or amount of ITA's established by the WIB.

The WIB may impose limits on ITA's. Contracts for services will be used instead of ITA's for on-the-job training or customized training upon a commitment by an employer, or group of employers, to retain participants after successful completion of training. The WIB can also use contracts for training if they have determined that there are an insufficient number of eligible providers in the local area to accomplish the purpose of an ITA system. Programs offered by Community-Based Organizations (CBO) or other private organizations with demonstrated effectiveness for special participant populations that face multiple barriers to employment may also be contracted for services.

Supportive services may be provided to individuals who are participating in core, intensive or training services and who are unable to obtain supportive services through other programs providing such services. Supportive services will only be provided if necessary on a documented as-needed limited basis.

3. Provide a description of how Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered on a weekly basis between the Division of Workforce Development (DWD) and partner staff.

The Division of Workforce Development operates the worker profile program in the Arnold and Washington career centers. On a weekly basis, DWD staff order a request for a certain number of UI claimants to report to the career centers. UI claimants are provided with an orientation and assessment of the services needed to become re-employed. The Wagner-Peyser Reemployment services include job placement, self-directed job search, job search workshops, resume preparation and labor market information. Individuals may be referred to WIA for core, intensive and training services.

C. Rapid Response

Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate.

Rapid Response Activities will be conducted when a plant closing, mass layoff, or natural or other disaster results in mass job dislocation affecting more than ten (10) but less than fifty (50) individuals.

The method used to quickly respond to a current or projected permanent closure or mass layoff, shall be to activate the local rapid response team consisting of the following partners: the One Stop Operator, local Division of Workforce Development offices, Unemployment Insurance, local economic development and/or union representative as needed, and other representatives designated as appropriate.

In accordance with the Rapid Response practices and procedures, layoffs shall be coordinated by the local designated local rapid response coordinator. The state dislocated worker unit will serve as team coordinator.

Rapid response activities/services will be planned and delivered to enable dislocated workers in obtaining reemployment as soon as possible. On-site contact with the employer and employee representatives shall occur immediately after receiving notification of the mass job dislocation. An assessment of layoff plans and schedule of the employer, potential for averting the layoff, background and probable assistance needs of the affected workers, reemployment prospects for workers in the local community and available resources to meet the short and long-term needs of the affected workers may be developed.

A labor-management committee, voluntarily agreed to by labor and management or a workforce transition committee comprised of representatives of the employer, the affected workers and the local community may be established to prepare a strategy for assessing the employment and training needs of dislocated workers. The committee may devise and oversee an implementation strategy that responds to the reemployment needs of the workers. The local board and chief elected officials may develop a coordinated response to the dislocation event obtaining access to State and local economic development assistance to the local community.

The rapid response team will coordinate an employee meeting to provide information and access to unemployment compensation benefits, comprehensive One-Stop system services, and employment and training activities, including information on the Trade Adjustment Assistance program and NAFTA-TAA program. The One-Stop system shall be the focus for the delivery of services, including all designated partners. Specialized centers comprised of additional partners and services may be established to address the specific needs of the dislocated workers when a mass dislocation or particular industry has been affected.

The locally designated Rapid Response Coordinator will immediately notify the State Dislocated Worker Unit of any mass layoff or plant closing affecting fifty (50) or more employees, or mass job dislocation that results from a natural or other disaster. The Rapid Response Coordinator will assist the state unit as requested in initial rapid response activities, attend any employer meetings scheduled in the Workforce

Investment Area, present information at employee meetings scheduled by the State Dislocated Worker Unit, and coordinate the delivery of services.

D. Youth

1. Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities.

Youth Program design emphasizes preparation for employment and/or postsecondary education. Strategies include preparation for post secondary educational opportunities, linkages between academic and occupational learning, preparation for employment, and connections to intermediary organizations that provide strong links to the job market and employers. The Work Keys system of assessment may be utilized to increase a youth's employability. Students can compare their skill levels with the skill levels needed for specific occupations they are considering and identify skill areas in which they may need to improve.

To increase a youth's employability skills, the following youth activities may be utilized:

Area Technical Schools provide specific vocational training for selected high school students. WIA funds may be used to pay the tuition/books/supplies. Counseling may be provided in Work Readiness Skills and Basic Skills to in-school participants.

Out-of-School Youth Pre-Employment program is targeted to the high school dropout. The instructional program consists of basic skills remediation/GED preparation, Work Readiness Skills, and Life Skills.

Occupational Skills Training consists of individual referral, enrollment in occupational training, in conjunction with Basic Education services and Work Readiness instruction.

Work Experience provides a short-term work assignment to enhance the employability of youth participants through the development of good work habits and basic work skills, in conjunction with basic skills remediation/GED preparation, Work Readiness Skills, and Life Skills.

Basic Skills Training is designed to upgrade basic skills and prepare the participant for further training, future employment, or retention in present employment. Basic Skills training may be provided directly or through arrangement with other programs, as appropriate.

The Jefferson/Franklin region recognizes the importance of collaboration with local agencies in order to serve the region's "most in need" youth. Local agencies include but are not limited to: Family Support Division, Division of Youth Services, Division of Vocational Rehabilitation, local school districts, community based organizations, and the one-stop delivery system.

2. Provide a description of any innovative service delivery projects for youth currently operating in the region. Describe the local board's involvement in the projects, and the board's efforts to continue involvement and funding for the continuation of these projects.

The Employment Partners Mentoring Project is a unique, collaborative effort between Division of Workforce Development, Jefferson County Juvenile Office, Jefferson County Community Partnership, and the Office of Job Training Programs to help youth enter Missouri's job market, develop necessary work maturity skills, and establish realistic educational/career goals while benefiting from the expertise and guidance of a trained, worksite mentor. Youth matched with mentors are Workforce Investment Act eligible. The focus is on youth 17 through 21, but younger individuals may be matched with a mentor. Mentors assist youth in their transition to employment, are supportive, and serve as a resource within the agency, and community. This project is strengthening the link between youth, community, and Missouri's workforce.

E. Business Services

1. Describe efforts to continue Business Outreach and Service plan implementation regarding achievement of coordinating business outreach efforts through a single point of contact system. Describe how partner staff work together to "broker" all programs and services to businesses. Include a description of strategies/training to ensure partner staff document business contacts in Toolbox and work closely with all career center staff that have business outreach responsibilities. Describe innovative and/or outreach success(es) that may be considered best practices. Describe any modifications/revisions to the business outreach plans that were submitted to DWD in 2004.

Business services are delivered through a single point of contact system utilizing two strategies: 1) When a business contacts a partner in the workforce development system, the partner will take the job order and offer the full array of system services and provide referrals to partner agencies if appropriate. 2) Targeted outreach to businesses begins by determining if the business is a new, current or dormant customer. The business representative, the veteran's representative, and the workforce development partners will document business contacts and services provided in the toolbox system.

The Missouri Toolbox system is used to coordinate information and outreach contacts with businesses. Toolbox casenotes reflect what services were provided at the time of the business contact. Program partners make inquiries in toolbox to determine if a particular employer has been contacted prior to making their own contact. If there is a question of the contacts made, program staff communicate through the telephone and/or email to avoid businesses receiving multiple contacts.

The goal is for all job opening information to be entered into the toolbox system by all program partners. Data input into toolbox should be done at the time of service or within one day of contact with a business. Toolbox is the best method of coordinating business contacts. All staff will review toolbox activities prior to contacting a business to avoid duplication of services.

The Jefferson/Franklin Consortium Region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom & OJT) and other industrial training programs.

2. Describe the region's commitment to businesses and how the training needs of businesses will be addressed, including implementing incumbent worker and On-the-Job Training programs. Include a description of how these services will not duplicate and will coordinate with Missouri's incumbent worker and industry training programs.

Businesses in high growth, high demand industries require a skilled workforce. Companies will need help to find qualified workers and train incumbent workers. On-the-job training and customized training programs will help workers increase their skills. On-the-job training programs will be marketed through WIA staff and in cooperation with the business representative. Local economic developers and chambers of commerce will assist with targeting and meeting the workforce needs of new or expanding businesses.

WIA and DWD staff will work in partnership with the local community colleges to develop specific customized and classroom training programs, funded through state funds.

WIA on-the-job training staff will notify the Division of Workforce Development's Customized Training Unit prior to OJT contract approvals to avoid any potential duplication with the state's training funds.

F. Innovative Service Delivery Strategies

Describe how the region will support the Missouri Re-Entry Process (MRP) ex-offender initiative. Include the services to be provided for ex-offenders and the process to be used to identify employers willing to hire ex-offenders.

The Missouri Career Center operates the Missouri Re-Entry Process (MRP) ex-offender initiative. Career Center staff visit a local correctional facility each month to present an orientation of the career center, the services provided, as well as partner programs to individuals who will be released. Prior to being released, individuals are provided assistance on how they will acquire employment documents, such as driver's license and social security cards.

The correctional facility notifies the career center when individuals will be released. An appointment is scheduled for individuals to visit the career center within a week of release for Great Hires registration, workshops, and referrals to appropriate workforce development programs.

During employer outreach, staff encourage hiring ex-offenders. A list of employers who are willing to hire an ex-offenders is being maintained so the appropriate job placement will be made for MRP participants.

G. Strategies for Faith-based and Community-based Organizations

Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system; and (2) expand the access of faith-based and community-based organizations' clients and customers to the services offered by the one-stops in the region. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA.

A number of faith-based and community-based organizations meet regularly at monthly community forums in both Jefferson and Franklin Counties. These forums are open to the public and are attended by representatives from various organizations including faith-based organizations. Each organization in attendance presents an informational presentation which includes the services offered, access to service locations, eligibility criteria, and funding levels/donations. The community forum meetings provide the opportunity to educate faith-based and community organizations about the objectives of the local workforce investment systems.

Active partners in the one-stop delivery system also serve on a number of local committees and board of directors, allowing further participation to address gaps in services and reducing duplication of services within the region.

X. Local Administration

A. Identify the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system in the local area.

Final response to be included once local negotiation with the State has been finalized. Attached find Local Performance Standards (Attachment #9)

B. Identify the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).

Per Multi-Jurisdictional Agreement between Jefferson County, Missouri and Franklin County, Missouri, Jefferson and Franklin Counties cooperatively agree to serve as local grant recipient for funds allocated to the local area. Both counties also agree that the Office of Job Training Programs, Jefferson/Franklin Counties Inc., under this agreement shall serve as the grant subrecipient/fiscal agent to receive and administer funds.

The Office of Job Training Programs (OJTP), Jefferson/Franklin Counties, Inc., P.O. Box 350, Hillsboro, MO 63050 is a 501(c)3 not for profit organization.

The staff to the WIB, in keeping with the State plan, shall be independent of the one-stop operator. Staff to the Jefferson/Franklin Consortium Workforce Investment Board shall at a minimum be one person whose position is to assist with WIB business. Such a position shall be provided from either of the following: governmental entity or a 501(c)(3) not-for-profit corporation; 2) be loaned staff to the WIB by one of the Board members; or 3) accept DWD's offer of a State employee. It is the intent of Jefferson/Franklin Consortium that staffing of the WIB be provided by the Office of Job Training Programs, Jefferson/Franklin Counties, Inc., a 501(c)(3) not-for-profit corporation.

Request to transfer between the Adult and Dislocated Worker Program funding allocation shall be made in accordance with State's instructions should such a request become necessary in this local area.

C. Describe the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.

Jefferson/Franklin Consortium will follow general and administrative rules that apply to the use of WIA Title I funds. Procurement Contracts will be conducted on a cost reimbursement basis. Procurements will be conducted based on Office of Management and Budget (OMB) Circulars. Audit services will follow OMB Circular A-133.

The Office of Job Training Programs, Jefferson/Franklin Counties, Inc., designated fiscal agent, is a not-for-profit corporation that shall abide by OMB Circular A-122, Cost Principles for Non-Profit Organizations.

Competitive bid process will be utilized for the selection of service providers for the youth programs under Title I of the Workforce Investment Act. The program requirements, performance standards and outcomes will be specified in each proposal soliciting offers. If no qualified Title I Adult service provider exists in the local area then a competitive bid process for service providers will be utilized.

Selection of One Stop Delivery System Service Providers and Additional Procurement Requirements Specific to Selection of Service Providers are as follows:

A needs assessment shall be conducted to determine the customer employment and training needs within the area. The needs assessment is completed and based on a process of researching and assembling socio-economic, demographic, and other employment and training related information/data. These data are reviewed to determine a profile of training needs existing in the surrounding area. The Workforce Investment Board shall approve the needs assessment and determine the services to be provided based on the needs assessment.

A documented, written needs assessment shall be made to determine all procurements, including Memorandum of Understanding (MOU), contract extensions or modifications and even those which are non-competitive.

A documented written estimate of the cost of services to be provided shall be made to determine if funding is available to initiate the purchase.

Service providers for One Stop Delivery System will be selected through established procurement procedures. These procedures include development of a Request for Proposal (RFP) with specifics of the service requested and appropriate evaluation criteria; public notice; evaluation and grading by administrative staff and recommendation to the WIB. Members of the WIB may participate in the process upon instructions from the WIB. Services determined by the WIB to be provided by One Stop Operator or local One Stop Partner and not bid out shall require a written determination made of the demonstrated performance of the organization and its staff to operate the program.

The following tentative schedule will be used to ensure Memorandum of Understanding (MOU)/contracts are in place at the beginning of the program year:

Request for Proposal Schedule (tentative dates)

February 14, 2006	Mail notice to newspapers
February 24, 2006	Publish public notice
March 7, 2006	Pre-Bid Conference
March 11, 2006	Letter of intent and written questions due
March 18, 2006	Response to questions
March 25, 2006	Proposal due
March 28 – April 8, 2006	Proposal evaluation
April 15, 2006	Pre-Award conference with offerors within Competitive range
April 15-29, 2006	Youth Council Recommendation
April 29, 2006	Workforce Investment Board Recommendation
May 2, 2006	Award

Evaluation criteria used for the selection of service providers includes, but shall not be limited to, the following (total points possible = 125):

Narrative - Technical Evaluation

50 points

..Technical quality of the proposal clearly shows the capability of the respondent to perform the required work. (0 - 5 points)

..Proposal clearly shows the respondent understood the objectives of the RFP. (0 - 5 points)

..Proposal clearly shows that the number of participants to be served - number of completions - and other program outcomes are quantifiable and reasonable to total program requirements. (0 - 15 points)

..Proposal clearly shows the organization, staffing, facilities (co-location), and equipment as proposed are reasonable to total program requirements. (0 - 9 points)

..Proposal clearly shows the participant flow and linkages are consistent with existing procedures. (0 - 8 points)

..The experience and background of the offeror demonstrates the likelihood of meeting future performance goals and cost effectiveness. (0 - 8 points)

Organizational and Staff Demonstrated Performance - 20 points

..Proposal shows adequate organizational financial resources; organization wide budget with assured commitment proof to ensure the organizations ability to fully perform and remain a viable organization during the contract period. (0-4 points)

..Proposal meets program design specifications at a reasonable cost, as well as ability to meet performance goals. (0-4 points)

..Proposal shows ability to provide services that lead to achievement of competency standards for participants with identified deficiencies. (0-4 points)

..Proposal reflects organization has a satisfactory record of integrity, business ethics and fiscal accountability, experience, accounting and operational controls. (0-4 points)

..Proposal reflects organization has technical skills to perform the work. (0-4 points)

..Proposal reflects entity assessed with other than minor deficiencies and has been considered "high risk". (negative 5-0)

Additional Demonstrated Performance Requirements for Organizations which Provide Training - (5 points)

..Proposal for organizations which provide training reflect demonstrated performance measures such as retention in training, training completion, job placement, etc. (0-5 points)

Community Based Organization or Labor Organizations - (5 Bonus points)

..Proposal reflects CBO or labor organization and will receive proper consideration and plus points as a special category in the rating system. (5 Bonus Points)

Cost Constraints, Fiscal Accountability and Budget - 30 points
Fiscal Evaluation

..Proposal clearly shows effective control over and accountability for all funds within the proposal. Accounting system maintained in accordance with Generally Acceptable Accounting Principles (GAAP). (0 - 10 points)

..Proposal clearly shows that all proposed costs are allowable and are chargeable to appropriate categories as specified in the RFP. (0 - 10 points)

..Proposed costs clearly show a reasonable cost per participant and a reasonable cost per outcome in keeping with total program requirements. (0 - 5 points)

..Proposed costs clearly show a reasonable cost for program administration. Low administration or no administration will be given extra consideration. (0 - 5 points)

- a) The respondent will be required to submit information which demonstrates past performance in delivery of comparable or related services, including appropriate supportive services reflecting that the organization can achieve planned goals at reasonable costs within acceptable time frames. Each respondent agency will be evaluated on their ability to have met within the past two years the following measures: a) applicable performance goals (i.e. Adult performance - entered employment rate, average wage at placement, % welfare entered employment rate, follow-up employment rate, follow-up weekly earnings, follow-up weeks worked; Youth performance - entered employment, Youth Employability Enhancement; and how outcomes will be measured); b) cost (include justification of reasonableness); c) standards for quality of training (i.e. level of skill attainment, type of occupations, length of training); and d) criteria to define and measure success for selected participant groups, including competency standards measures; e) fiscal accountability; f) program design specifications;

Successful performance within each of the areas will be awarded a point value in the Narrative Technical Evaluation section of the proposal review.

- b) The method to ensure training opportunities and facilities are accessible to individuals with disabilities shall be the use of a contractual stipulation with all WIA service providers in the local area. Staff shall monitor this provision to ensure compliance.
- c) Department of Elementary and Secondary Education (DESE) certified educational agencies will be utilized in provision of Adult/Dislocated Worker Individual Training Accounts. Youth Occupational Skill Training shall be on the DESE approved *WIA Eligible Training Provider List*. WIA training services with Non-DESE approved agencies shall be in compliance with Department of labor Federal Regulations Section 663.430.
- d) All service provider contracts shall be effective for a maximum period of one year. However, an option to renew the contract, assuming satisfactory performance, in increments of one year or portion thereof shall be included in the contract. Renewal of contracts shall be subject to formal WIB approval. (NOTE: The contract period shall be one year with two (2) one-year renewal options.)
- e) If, after competitive Request for Youth Programs is conducted and no qualified Title I Youth Work Experience element service provider exists in the local area and Youth funding is available, the Office of Job Training Programs, Jefferson/Franklin Counties, Inc. shall upon approval of the Youth Council and WIB make available such services as intake, eligibility, case management, follow-up, outreach, and provide Administrative Services such as process payment of participant wages and supportive services. The WIB's determination process shall be based on evaluation criteria such as past performance, historical costs including prior monitoring/audit reports, etc.
- f) Codes of Conduct and Conflict of interest issues will be followed.
- g) Outcome based system shall be applied to procurement. Procurement should meet a qualitative goal such as "moving unemployed customers into employment" and meet established local area performance measures.
- h) Youth procurement of training services shall be conducted as outlined in Workforce Investment Act of 1998, Section 129 - Competitive and Non-Competitive Procedures for Providing Occupational Skill Training to eligible Title I youth and Division of Workforce DWD Issuance 03-02. Training providers must meet the Training Provider Certification requirements obtained through the Internet website at <http://www.greathires.org/mech>.

D. Describe how the local region is working towards eliminating duplicative administrative costs to enable increased training investments.

Jefferson/Franklin Consortium region through local Memorandums of Understanding work with local partners to provide as many services to WIA participants as their agency can. No Administrative costs are required with partner agencies.

Currently the One Stop operator and service provider does not require Administrative costs. This allows this local region to increase its training investments in participants and prevents duplicative administrative costs.

E. Identify how the local region ensures that services are not duplicated.

Service integration efforts within the local One-Stop delivery system had reduced duplication of services. MOU's are the primary means for coordinating the services of the One-Stop partners within the workforce investment system. It has been a goal of the region to improve staff awareness of all partner services. Coordinated case management, integrated customer interviews between programs, and interagency communication helps to avoid duplication of services. The Missouri career centers utilize the "triage" process to ensure customers are made aware of and referred to all appropriate services. To increase the effectiveness of the triage system, the career center maintains a knowledgeable greeter and co-locate service providers to provide services to targeted groups. Streamlining services through better integration has been achieved through cooperation, teamwork, and the elimination of duplicative functions.

F. Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600. Include a copy of this policy as Attachment 4 to the local plan.

See Attachment 4

G. Include the Planning Budget Summaries for Program Year 2005 and Fiscal Year 2006 in Attachment 5 to the local plan.

See Attachments 5